

Oregon Health Authority | Workgroup Charter
Member Engagement, Outreach, & Communications

April 2019

I. Authority

Workgroup reports to OHA and CCO leadership.

II. Scope and purpose

The workgroup is a forum for OHA, Health Systems Division, and DHS to work with CCOs and MCEs, sharing input on policies and to resolve issues that arise related to communication and outreach to Oregon Health Plan members. The workgroup is also a forum for CCOs to work together to share information and resources related to operations.

- Share best practices
- Review and provide input to HSD/OHA on policies and materials related to eligibility, enrollment, and outreach
- Support member engagement
- Support culturally and linguistically appropriate outreach, engagement, and communication
- Support health literacy efforts
- CFR and OAR Review
- Review contract language as it relates to member engagement and communication

III. Timing and schedule

Quarterly; third Wednesdays

IV. Co-chairs and staff resources

The workgroup will nominate two co-chairs from CCOs/MCEs, alternating every year. Health Systems Division will provide assistance with administration and facilitation, when needed.

V. Workgroup membership

Members of the workgroup will include representatives from CCOs and MCEs. Health Systems Division and other state staff will help coordinate and participate regarding specific topics. Other interested stakeholders may also attend meetings and provide public comment.